

Housing Management PRD A release.20151210T0946.6dd1e67

Pip Sackley | Sign Out

Properties Property Details Console

Property...

Search...

s47

Property ID s47



Class Managed Property / Status Permanently Unavailable / SRC RB1 / Comp. Compliant / HMC Perth HMC / Maint. Area Perth South / Insp. Area Perth South 3 / Prop. Mgr. Kevin Dwyer / Own. Leased / Ast. Stat. HB

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities WHS Body Corporate Media Management

Dashboard Maintenance Items Quotes Requests MITM-1189939 History

Maintenance Item

Modify

Instructions	
Property Status	Ownership H / Ast. Status HB / Rep. Status
Key	<input checked="" type="checkbox"/> MITM-1189939 WF Stuart Kerr 10/06/2014 15:31
Raised From	<input type="checkbox"/> MREQ-117581 WF Stuart Kerr 10/06/2014 15:27
Raised	<input checked="" type="checkbox"/> MITM-1294553 WF Karen Gore 15/09/2014 15:41
Invoice	<input checked="" type="checkbox"/> MINV-871634 WF Maintenance Use.. 08/07/2014 11:15
Status	<input checked="" type="checkbox"/> Maintenance Done Recalled from Contractor
Summary	s47 Existing down pipe not coping with excess water & flo...
Location	Exterior Property
Charge Type	L (Leased)
Maintenance Code	PLRTM s47F View Spec.
Estimated Price	\$825.00

Allocation Details

Priority	Routine	
Booking Req. Date	12/06/2014 17:00	WA Local Time
Target Start Date	10/06/2014	
Target End Date	24/06/2014	

Current Contractor

Contractor ID 473

Contractor Name	s47	Tender Cost Tier 1 (best) Quality Tier 1 (best)
Appointment Date	02/07/2014 07:30	WA Local Time
Further Act. Req.	As per quote, installed additional downpipe to garage and installed new soakwell as required.	

Associated Tenancy Details

Tenant	s47	
Occupancy Date	22/12/2011	Vacancy Date 10/12/2015
Occupying AFR	s47	
Preferred Email		
Preferred Phone		

Existing down pipe not coping with excess water & flooding garage & surrounding area.

Front right corner of garage - Install one additional down pipe in suitable area at front of property. Installation of soak well included. Match existing style & colour scheme.

(as per S47 quote S47)

(two orders raised for same job as 50% DHA cost & 50% Lessor cost)

Tenant S47

Attachments

[View Media Details](#)

N/A

Cancel

Rendered in 0.566 seconds
20/01/2016 14:48:46

[Log a fault in Services Hub](#) |

release.20151210T0946.6dd1e67 Java 1.8.0_25 started 10/12/2015 22:08 prd1a.dha.gov.au

Client Management PRD A release.20160107T1013.6d98b2b

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents

Member...

Search...

S47

Employee ID S47

Service Army / GRE RB1 / Marital status MWD / Email S47

/ Phone S47

New Email /

New SMS /

New Interaction

S47 Defence Force Member- Unresolved drainage issue

CMP-17051

Dashboard

Details

Interactions

RSA 170602

History

All Interactions

Interaction 36644492

All Notifications

Interaction

Modify

Key	36644492	Angela (Left DH.. 15/09/2014 14:45
Source	Phone (Member to DHA)	

Description

View Full Description

MAINTENANCE REQUIRED

Member apparently complained about this in July MITM-1189939 - Its a drainage which floods the garage when it rains. Its not a downpipe issue, its a draining from the ground issue. Have sought advise from acting TL Karen Gore

1. Ensuite vanity drain isn't draining properly - has used Draino etc and said this has been happening since he moved in. Ensuite shower head is leaking

Aleisha S47

Attachments

View Media Details

N/A

Previous Interaction

Next Interaction

Raised Issues

Key	Summary	Status
<input checked="" type="checkbox"/> MITM-1294342	S47 : PLSTM : REPAIR Ensuite vanity drain isn't draining properly - ...	Maintenance Done

Referenced Issues

ID	Type		
<input checked="" type="checkbox"/> MITM-1189939	Maintenance Item	S47 PLRTM : Existing down pipe not coping with excess water & flo...	Maintenance Done

Comments

N/A

Members Contractors Lessors Estate Agents

Member...

Search...

Employee ID s47



Service Army / GRE RB1 / Marital status MWD / Email s47

/ Phone s47

New Email /

New SMS /

New Interaction

s47 Defence Force Member- Unresolved drainage issue

CMP-17051

Dashboard

Details

Interactions

RSA 170602

History

All Interactions

Interaction 38163955

All Notifications

Interaction

Modify

Key	38163955	Anthony Redman 21/01/2015 15:49
Source	Phone (Member to DHA)	

Description

View Full Description

FOLLOW UP- Garage floods after rain. Contractor has attended and advised need a drain installed.

Quote has been sent for further works required, but nothing raised.

Attachments

View Media Details

N/A

Previous Interaction

Next Interaction

Raised Issues

N/A

Referenced Issues

ID	Type		
<input checked="" type="checkbox"/> MITM-1294553	Maintenance Item	s47 PLRTM : Recall MITM-1189939 from s47 s47 Water still floo...	Maintenance Done

Comments

N/A

Client Management PRD A release.20160107T1013.6d98b2b

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents

Member...

Search...

Employee ID s47

Service Army / GRE RB1 / Marital status MWD / Email s47 / Phone s47

New Email / New SMS / New Interaction

s47 Defence Force Member- Unresolved drainage issue

CMP-17051

Dashboard Details Interactions RSA 170602 s47 History

All Interactions Interaction 38179122 All Notifications

Interaction

Modify

Key 38179122 Anthony Redman 22/01/2015 15:02

Source Phone (Member to DHA)

Description

View Full Description

FOLLOW UP- Advised s47 quote has been received from plumber and raised to Perth HMC

Attachments

View Media Details

N/A

Previous Interaction

Next Interaction

Raised Issues

N/A

Referenced Issues

ID	Type		
<input checked="" type="checkbox"/> MITM-1294553	Maintenance Item	s47 PLRTM : Recall MITM-1189939 s47F s47F Water still noo...	 Maintenance Done
<input type="checkbox"/> MREQ-135642	Maintenance Request	s4 FURTHER WORKS	 Maintenance Not Required

Comments

N/A

Members Contractors Lessors Estate Agents

Member...

Search...

s47

Employee ID s47

Service Army / GRE RB1 / Marital status MWD / Email s47 / Phone s47

New Email / New SMS / New Interaction

s47 Defence Force Member- Unresolved drainage issue

CMP-17051

Dashboard

Details

Interactions

RSA 170602

s47

History

All Interactions

Interaction 38495075

All Notifications

Interaction

Modify

Key	38495075	Justine May 25/02/2015 12:59
Source	Phone (Member to DHA)	

Description

View Full Description

MEMBER ENQUIRY

MREQ-135642

Can PM please contact and discuss what is happening as this has been an ongoing issue since November 2013.

Contact s47

Attachments

View Media Details

N/A



Previous Interaction

Next Interaction

Raised Issues

Key	Summary	Status
 MENQ-61809	WATER POOLING IN FRONT OF GARAGE AND FLOODING	 Enquiry Closed

Referenced Issues

ID	Type		
 MREQ-135642	Maintenance Request	s47 FURTHER WORKS	 Maintenance Not Required

Comments

N/A

Housing Management PRD A release.20151210T0946.6dd1e67

Pip Sackley | Sign Out

Properties Property Details Console

Property...

Search...

s47



Property ID s47

Class Managed Property / Status Permanently Unavailable / SRC RB1 / Comp. Compliant / HMC Perth HMC / Maint. Area Perth South / Insp. Area Perth South 3 / Prop. Mgr. Kevin Dwyer / Own. Leased / Ast. Stat. HB

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities WHS Body Corporate Media Management

Dashboard Maintenance Items Quotes Requests MREQ-135642 History

Maintenance Request

Property Status	Ownership H / Ast. Status HB / Rep. Status
Key	 MREQ-s47 F. Anthony Redman 22/01/2015 15:00
Status	 Maintenance Not Required
Summary	s47 FURTHER WORKS
Business Line	Property & Tenancy
Decision Dependant	
Description	<p>Please find attached quote for works required as per notes from contractor MITM-s47</p> <p>Water is pooling in front of the garage and flooding when it rains. Quote has been supplied for the installation of a drain.</p> <p>Contractor has written incorrect address on the quote.</p>
Assignee	Archive User (archive)
Due Date	

Linked Items

N/A

Linked Lease Management Issues

N/A

Attachments

[View Media Details](#)

Attachment 1

 s47

DETAILS 212.15 KB

Client Management PRD A release.20160107T1013.6d98b2b

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents

Member...

Search...

s47

Employee ID s47

Service Army / GRE RB1 / Marital status MWD / Email s47 / Phone s47

New Email /

New SMS /

New Interaction

s47 Defence Force Member- Unresolved drainage issue

CMP-17051

Dashboard

Details

Interactions

RSA 170602

History

All Interactions

Interaction 38588773

All Notifications

Interaction

Modify

Key	38588773	Brenda Boag 09/03/2015 14:44
Source	Phone (Member to DHA)	

Description

View Full Description

Follow up on drainage repairs - MREQ s47. Advised it is with the PM. PM on leave this week and will call tenant on their return.

Attachments


View Media Details

N/A

Raised Issues

N/A

Referenced Issues

ID	Type		
I MREQ-135642	Maintenance Request	s47 FURTHER WORKS	 Maintenance Not Required

Comments

N/A

Previous Interaction

Next Interaction

Housing Management PRD B release.20151210T0946.6dd1e67

Pip Sackley | Sign Out

Properties Search Results Property Details Console

Property...

Search...

s47

Property ID s47

Class Managed Property / Status Permanently Unavailable / SRC RB1 / Comp. Compliant / HMC Perth HMC / Maint. Area Perth South / Insp. Area Perth-South 3 / Prop. Mgr. Kevin Dwyer / Own. Leased / Ast. Stat. HB

Dashboard Maintenance Leasing Inspections Profile Tenancies Interactions Rates & Utilities WHS Body Corporate Media Management

Dashboard Maintenance Items Quotes Requests MITM-1294553 History

Maintenance Item

Modify

Allocation Details

Property Status	Ownership H / Ast. Status HB / Rep. Status		
Key	<input checked="" type="checkbox"/> MITM S47	Karen Gore 15/09/2014 15:41	
Status	Maintenance Done		
Summary	S47		PLRTM : Recall MITM-1189939 from S47 Water still floo...
Location	Exterior Property		
Charge Type	RI (Recall Item From Contractor)		
Reason for Recall			
Maintenance Code	PLRTM: Plumbing - Roof T&M		View Spec.
Contractor Instructions	Recall from S47 Water still flooding garage. Please reattend and advise DHA		
Access Details	Tenant S47		

Priority	Routine	
Booking Req. Date	17/09/2014 17:00	WA Local Time
Target Start Date	15/09/2014	
Target End Date	29/09/2014	

Current Contractor

Contractor ID 473

Contractor Name	s47	Tender Cost Tier 2 Quality Tier 1 (best)
Appointment Date	09/10/2014 09:00	WA Local Time
Further Act. Req.	Quote being submitted for required works.	

Associated Tenancy Details

Tenant	s47	Employee ID	s47
Occupancy Date	22/12/2011	Vacancy Date	10/12/2015
Occupying AFR	s47		
Preferred Email			Home
Preferred Phone			Home

Attachments

View Media Details

N/A

Cancel

11/01/2016 15:23:27



Member Enquiries s47

WATER POOLING IN FRONT OF GARAGE AND FLOODING

Details

Type:	<input checked="" type="checkbox"/> Member Enquiry	Status:	ENQUIRY CLOSED
Priority:	↑ Major	Resolution:	Resolved
Labels:	None		

Custom Fields

Employee ID:	s47	HMC:	Perth HMC
Member Enquiry	P&T Ops - Maintenance	Member Enquiry	Enquiry Resolved
Reason:		Resolution:	

Description

s47

Can PM please contact and discuss what is happening as this has been an ongoing issue since November 2013.

Contact s47

Activity

All Comments History Activity Workflow Diagram Transitions

Browning, Carolyn added a comment - 18/03/15 12:20 PM

Member called again today to advise the same issue has happened again. Please action accordingly

Alex Harding added a comment - 31/03/15 05:05 PM

S47

S47

People

Assignee:



Archive User

[Assign to me](#)

Reporter:



May, Justine

Watchers:

☐ [Start watching this issue](#)

Dates

Created:

25/02/15 01:02 PM

Updated:

07/04/15 11:43 AM

Resolved:

07/04/15 11:43 AM

Client Management PRD A release.20160107T1013.6d98b2b

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents

s47

Member...

Search...

s47

Employee ID s47

Service Army / GRE RB1 / Marital status MWD / Email s47

Phone s47

New Email /

New SMS /

New Interaction

s47

Defence Force Member- Unresolved drainage issue

CMP-17051

Dashboard

Details

Interactions

RSA 170602

s47

History

All Interactions

Interaction 38668107

All Notifications

Interaction

Modify

Key 38668107 Carolyn Brownin.. 18/03/2015 12:21

Source Phone (Member to DHA)

Description

View Full Description

Follow up - Member called again today to advise the same issue has happened again. Please action accordingly s47

Attachments

View Media Details

N/A



Previous Interaction

Next Interaction

Raised Issues

N/A

Referenced Issues

ID	Type		
 MENQ-61809	Member Enquiry	WATER POOLING IN FRONT OF GARAGE AND FLOODING	 Enquiry Closed

Comments

N/A

Sackley, Pip

To: s47
Subject: [REDACTED]

Good morning s47 [REDACTED]

I have been in discussions with the lessor in regards to the water pooling at the front of your house. He would like to book in an inspection with a property manager from DHA, yourself and hopefully his own contractor to assess the issue.

The lessor is in Perth for the next 3 weeks and is flexible for any date and time for this to occur.

Could you please let me know when this would be possible to arrange?

Kind regards,

Alex Harding | Property Manager
Perth | Defence Housing Australia
Unit 43, Level 1, Fremantle Malls
27-35 William Street, Fremantle WA 6160
Tel: s47F [REDACTED] | Fax: 02 6222 2221
perthpropertymanagers@dha.gov.au | www.dha.gov.au

Members Contractors Lessors Estate Agents

s47

Member...

Search...

s47

Employee ID s47

Service Army / GRE RB1 / Marital status MWD / Email s47

/ Phone s47

New Email / New SMS / New Interaction

s47 Defence Force Member- Unresolved drainage issue

CMP-17051

Dashboard

Details

Interactions

RSA 170602

s47

History

All Interactions

Interaction 38924345

All Notifications

Interaction

Modify

Key	38924345	Alex Harding 10/04/2015 12:38
Source	Email (DHA to Member)	
Reason	Inspection	

Description

View Full Description


s47 lessor inspection

Good morning s47

I have been in discussions with the lessor in regards to the water pooling at the front of your house. He would like to book in an inspection with a property manager from DHA, yourself and hopefully his own contractor to assess the issue. The lessor is in Perth for the next 3 weeks and is flexible for any date and time for this to occur.

Attachments

View Media Details

Attachment 1	 2015-38-10-1004.msg	DETAILS	34.50 KB
--------------	---	---------	----------

Previous Interaction

Next Interaction

Client Management PRD A release.20160107T1013.6d98b2b

Members Contractors Lessors Estate Agents SGT Andrew E.

Member... Search...

Employee ID s47

New Email / New SMS / New Interaction

CMP-17051

Service Army / GRE RB1 / Marital status MWD / Email s47 / Photo s47

s47 Defence Force Member- Unresolved drainage issue

Dashboard Details Interactions RSA 170602 s47 History

All Interactions Interaction 39051526 A

39051526 Email (DHA to Member) Description

Interaction

Key 39051526

Source Email (DHA to M

Reason Maintenance

Description

s47 water overflowing issues

Good afternoon s47

As you are aware, I attended your property last week with the lessor and a plumber to have a look at the issues occurring and the causes of the water overflowing.

On inspection, it is noted the trees all around the front of the property are overhanging in the gutters resulting in them being packed full of leaves. In accordance with your DRA, it is the tenants responsibility to maintain the gardens and gutters.

These are the first issues we need to address prior to the owner agreeing to any further works.

Can you please ensure at your earliest convenience, the trees are pruned below and away from the gutters as well as having all the gutters cleaned out. The plumber also suggested putting a hose down the downpipes and flushing all the debris through as this looked like the main cause for the issue and the soak wells are pushing the water back up due to them being blocked.

Once I have had confirmation from yourself this has been completed, it has been checked at your next annual inspection and the problem is still occurring, the lessor will be contacted again and the issues addressed.

If you have any further questions, please dont hesitate to contact me.

Kind regards,

Alex Harding | Property Manager
Perth | Defence Housing Australia
Unit 43, Level 1, Fremantle Malls
27-35 William Street, Fremantle WA 6160
Tel: 438 2412 x 13415 Fax: 93 2222 2222

Attachments

Attachment 1 2015-28-24

Previous Interaction

Next Interaction

Rendered in 0.021 seconds
20/01/2016 15:11:30

i2b Java 1.8.0_25 started 08/01/2016 21:53 prd1a.dha.gov.au

Client Management PRD A release.20160107T1013.6d98b2b

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents

Member...

Search...

Employee ID s47

Service Army / GRE RB1 / Marital status MWD / Email s47 / Phone s47

New Email / New SMS / New Interaction

s47 Defence Force Member- Unresolved drainage issue

CMP-17051

Dashboard Details Interactions RSA 170602 s47 History

All Interactions Interaction 40645965 All Notifications

Interaction

Modify

Key	40645965	Justine May 31/08/2015 13:41
Source	Phone (Member to DHA)	
Reason	Maintenance	

Description

View Full Description

MEMBER ENQUIRY
Member is wanting to know what is happening with the garage issue.
Advises that his freestanding shelving is getting damaged due to the water pooling into the garage.
Can PM please contact to discuss?
Contact s47
Member is also going to email to regional office photos of damage.

Attachments



View Media Details

N/A

Previous Interaction

Next Interaction

Raised Issues

Key	Summary	Status
 MENQ-105099	MEMBER WOULD LIKE PM TO CONTACT ASAP	 Enquiry Closed

Referenced Issues

N/A

Comments

N/A

Members Contractors Lessors Estate Agents

s47

Member...

Search...

s47

Employee ID s47

Service Army / GRE RB1 / Marital status MWD / Email s47

Phone s47

New Email /

New SMS /

New Interaction

s47 Defence Force Member- Unresolved drainage issue

CMP-17051

Dashboard

Details

Interactions

RSA 170602

s47

History

All Interactions

Interaction 41079462

All Notifications

Interaction

Modify

Key	41079462	Glenn Todd 22/09/2015 14:29
Source	Phone (Member to DHA)	

Description

View Full Description

tenant called to follow up on a long outstanding issue of water pooling in and outside of the garage. Tenant informs has rot up to 100mm above floor. Tenants own wooden shelving has rotted away , this was 2.4 x 1.8 in size.
A down pipe and soak well was installed 02.07.14 and this has not worked.
Tenant suggests a spoon drain be installed from this downpipe to the kerb.

s47

Attachments



View Media Details

N/A

Previous Interaction

Next Interaction

Raised Issues

Key	Summary	Status
 MREQ-156384	s47 request for drainage from garage	 Lessor Rejected

Referenced Issues

N/A

Comments

N/A

Client Management PRD A release.20160107T1013.6d98b2b

Pip Sackley | Sign Out

MembersContractorsLessorsEstate Agents

Member...Search...

s47

Employee ID s47

Service Army / GRE RB1 / Marital status MWD / Email s47 / Phone s47

New Email / New SMS / New Interaction

s47

Defence Force Member- Unresolved drainage issue

CMP-17051

DashboardDetailsInteractionsRSA 170602s47History

All InteractionsInteraction 41296489All Notifications

Interaction

Modify

Key	41296489	Donna Petersen 07/10/2015 14:11
Source	Phone (DHA to Member)	
Reason	Inspection (Make appointment)	

Description

View Full Description

Called and left a message to book appointment for Monday or Tuesday next week.

Attachments

View Media Details

N/A

Raised Issues

N/A

Referenced Issues

N/A

Comments

N/A

Previous Interaction

Next Interaction

Rendered in 0.012 seconds
20/01/2016 15:30:45

Log a fault in Services Hub | release.20160107T1013.6d98b2b Java 1.8.0_25 started 08/01/2016 21:53 prd1a.dha.gov.au

Members Contractors Lessors Estate Agents

Member...

Search...

Employee ID

Service Army / GRE RB1 / Marital status MWD / Email / Phone

New Email / New SMS / New Interaction

Defence Force Member- Unresolved drainage issue

CMP-17051

Dashboard

Details

Interactions

RSA 170602

History

All Interactions

Interaction 41435815

All Notifications

Interaction

Modify

Key	41435815	Louise Walker 19/10/2015 13:12
Source	Phone (Member to DHA)	
Reason	Housing (SR)	

Description

View Full Description

Transferred MBR to maintenance to discuss a drainage issue with is SR Rd.

Raised Issues

N/A

Referenced Issues

N/A

Comments

N/A

Attachments

View Media Details

N/A

Previous Interaction

Next Interaction

Client Management PRD A release.20160107T1013.6d98b2b

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents

Member...

Search...

Employee ID s47

Service Army / GRE RB1 / Marital status MWD / Email s47

/ Phone s47

New Email /

New SMS /

New Interaction

s47

Defence Force Member- Unresolved drainage issue

CMP-17051

Dashboard

Details

Interactions

RSA 170602

s47

History

All Interactions

Interaction 41435846

All Notifications

Interaction

Modify

Key	41435846	Donna Gardiner 19/10/2015 13:14
Source	Phone (Member to DHA)	

Description

View Full Description

F/up s47 Member would like to know what is happening in relation to the drainage issues at the property
MREQ is still assigned to Maintenance Perth

Please contact the member to advise

s47

Attachments



View Media Details

N/A



Previous Interaction

Next Interaction

Raised Issues

Key	Summary	Status
 MENQ-116867	F/up MREQ- s47 member has had no response to repeated requests	 Enquiry Closed

Referenced Issues

ID	Type		
 MREQ-156384	Maintenance Request	s47 request for drainage from garage	 Lessor Rejected

Comments

N/A

Client Management PRD A release.20160107T1013.6d98b2b

Pip Sackley | Sign Out

Members Contractors Lessors Estate Agents

Member...

Search...

s47

Employee ID s47

Service Army / GRE RB1 / Marital status MWD / Email s47 / Phone s47

New Email /

New SMS /

New Interaction

s47

Defence Force Member- Unresolved drainage issue

CMP-17051

Dashboard

Details

Interactions

RSA 170602

s47

History

All Interactions

Interaction 42072711

All Notifications

Interaction

Modify

Key	42072711	Mark Turtle 25/11/2015 15:45
Source	Email (DHA to Member)	
Reason	Complaint	

Raised Issues

N/A

Referenced Issues

N/A

Comments

N/A

Description

View Full Description


s47 Complaint

Good Afternoon s47

The P&T Manager has escalate your complaint to me for review. I have checked the history of the property and prior to your occupation of the property we have no recorded maintenance issues for the guttering as reported by you in May 2013. The report from the periodic inspection which was conducted on the 20/9/13 doesnt refer to any water issues in the garage, it does states that the door is weather and needs to be monitored. We did receive a request referencing the down pipes to the front of

Attachments

View Media Details

Attachment 1	 2015-45-25-1211.msg	DETAILS	47.00 KB
--------------	---	---------	----------

Previous Interaction

Next Interaction

Sackley, Pip

From: Turtle, Mark
Sent: Wednesday, 25 November 2015 3:45 PM
To: s47
Subject: [REDACTED]

Good Afternoon s47 [REDACTED]

The P&T Manager has escalate your complaint to me for review. I have checked the history of the property and prior to your occupation of the property we have no recorded maintenance issues for the guttering as reported by you in May 2013. The report from the periodic inspection which was conducted on the 20/9/13 doesn't refer to any water issues in the garage, it does states that the door is weather and needs to be monitored. We did receive a request referencing the down pipes to the front of the house in Mar of 2014. Your Property Manager was negotiating with the owner to have some reification work carried out. This was approved and completed by the contractor on the 2 Jul 2014.

So in Apr 15 you reported the issues was reoccurring, you had an inspection at the property with your Property Manager, Owner and a contractor which was about assessing the issues. During this inspection it was identify that the gutter were not clear of debris. The outcome from that meeting based on the contactor who made the inspection was to remove the debris from the gutters and to hose out the down pipes. During this period the Property Manager was negotiating with the owner to have some further reification work carried out, at this time the owner did not approve the modifications to his property due to the advice given by his contractor.

In your email (2 Nov 15) you have stated that the "problem was ground water running from the street level, down the path and into the garage". Any street drainage issues need to be address to the local council for their reification as DHA and the owner only have control of what is inside the boundary of the property.

When the issue first arose you should have taken remedial action to elevate or remove the shelving unit, so not to cause any further damage, therefore your request for compensation is not approved.

Your complaint did raise some question around how we do communicate with our tenants and the follow up responses to them, which I will be addressing the Management Team.

Regards
Mark

Mark Turtle
Regional Director
Perth Regional Office | Defence Housing Australia
Unit 43, Level 1, Fremantle Malls
27-35 William Street, Fremantle WA 6160
T. 08s47F [REDACTED] | Ms47 [REDACTED]
mark.turtle@dha.gov.au | dha.gov.au

Sackley, Pip

From: s47
Sent: Monday, 23 November 2015 9:13 PM
To: Clark, Simon
Cc: Client Services; Barnes, Jon
Subject: RE: s47 [SEC=UNCLASSIFIED]

UNCLASSIFIED

Simon,

I thank you for finally getting back to me; however, a garage / storage area should be maintained free from continual repeated flooding events. Despite the works that were previously carried out, I advised DHA later on multiple occasions that this had not solved the issue, as the sink well drainage that was supplied by your contractor later sunk in on itself and hence failed to function after that; yet no further action was taken by DHA. And again, as previously indicated to DHA on multiple occasions, the flooding was also never caused by the roof drainage, but water runoff from the front lawn, which was never addressed.

Also of note is that due to the odd design of the garage space, it did not allow for me to place this shelving in any other location than where it is currently located. I had however taken steps to moved as much of my belongings away from that area or up onto the shelving to prevent any further damage to them individually. Moving the shelving itself was not an option. In addition, the water damage to the external door was also never repaired by DHA, nor the increasingly growing mould in the soffit to the rear of the house. I could continue...

I do not think that my claim is in any way unreasonable and due to DHA failing to respond to multiple maintenance requests. Any issues between DHA and the Lessor (and pending handing back of property arrangements) should have no influence on my right to have a storage space free from flooding.

I look forward to your reply and should I not hear word within the next week I will be escalating this matter, including seeking further Legal and Insurance advise.

Thankyou for your time.

Regards

s47

From: Clark, Simon [mailto:simon.clark@dha.gov.au]
Sent: Monday, 23 November 2015 13:27
To: s47
Cc: Client Services
Subject: RE: s47 [SEC=UNCLASSIFIED]

Hi s47


Apologies it took a while to get back to you. As originally stated we carried out works as agreed by the Lessor and recommended by the Contractor, you have stated the issue has been going on for over 2 years, the garage space is and can be used for storage area, however it is the tenants responsibility to ensure that it is placed in a position to minimise damage. If water had been seeping into the garage space before and after the modifications were made then effort on your part should have occurred to ensure it wasn't affecting your equipment.

As stated in previous correspondence, DHA will not be compensating you for any damages made to your shelving.

Thanks for your time.

Simon Clark | Regional Property and Tenancy Manager
Property & Tenancy – Perth | Defence Housing Australia

Unit 43, level 1, Fremantle Malls
27-35 William Street, Fremantle WA 6160
T: 139 342
perthpropertymanagers@dha.gov.au | www.dha.gov.au

 Please consider the environment before printing this email

From: [REDACTED]
Sent: Monday, 2 November 2015 11:02 PM
To: Clark, Simon
Cc: Client Services
Subject: RE: [REDACTED]

UNCLASSIFIED

Simon,

I thank you for your response and I apologise that this has had to be escalated to your level. A simple update or phone call from a Property Manager replying to these identical Maintenance Requests, to DHA would likely have alleviated much of this issue. DHA has my direct number after all, which am still more than willing to accept now.....

As you would also be aware through these Maintenance requests, this soakwell subsequently sank within weeks after installation. You would also note in these that I advised DHA the problem was ground water running from street level, down the path and into the garage, which was obviously not witnessed by DHA at the time of flowing into the garage (or the lessor despite an unannounced Sunday morning knock on the door)

In addition, this flooding issue is not new to the property as shown by years of rotting to the timber external door to the garage, as well as the Pest Inspector stating that there is also significant mildew high within the timber architraves also.

You would also know that within the DRA under Para 12 - *DHA will undertake repairs, maintenance and rectification of the Service residence.... within 28 days unless the circumstances are outside DHA or its contractor's reasonable control.* 'Reasonable control' does not cover disputes or issues between DHA and the lessor in agreeing whether to fix an identified maintenance problem or no, which is or should be within your own SLA's.

It was also highlighted by a member of DHA during one of the Pre-vacation or other recent inspections that this was in fact the main reason this work has not been conducted and why the property was being returned. Others defects or non-compliances (such as rear awning, security screens, etc...) weren't even known to not exist until during the inspection and was joked about as 'added ammunition' for DHA.

So despite me holding up to my end of the DRA; is DHA still not willing to compensate the \$3-400 that is will cost me to replace or repair the timber shelving? Insurance or not, I will be out of pocket about the same amount for DHA's lack of resolution, so I do not think my request is unreasonable. If DHA need to pass that cost onto the Lessor, then that is not my concern.....

I await your response and thank you for your time and again. I only wish your Property Manager's could have resolved this at the lowest levels first.

Regards

[REDACTED]

s47

From: Dwyer, Kevin [<mailto:Kevin.Dwyer@dha.gov.au>]

Sent: Monday, 2 November 2015 11:35

To: s47

Cc: Clark, Simon

Subject: RE: s47

Good morning s47

I apologise for the delay in getting back to you.

I have been liaising with my Regional Property and Tenancy Manager, Simon Clark on this matter. Simon has provided the below response in blue to help shed some light on this issue:

Good Afternoon s47

Appreciate your email and the frustration you are experiencing.

The issue has been addressed with the lessor of the property and subsequently was agreed to have an extra downpipe with a soak-well installed. As you are aware this was conducted in July 2014, as it was a suggestion from our contractors and offered up to the lessor for action it is in our belief DHA has attempted to rectify the issue. There is no plan to conduct any further works for this case, DHA will also not be compensating any money for the repair of damaged shelving, this should be taken up with your insurance company.

The issues facing this house has been discussed with the Lessor and will be discussed again when the property is handed back to them after your vacate.

Please advise if you have any further queries/questions regarding this subject.

Kevin Dwyer

Property Manager – Perth North

Defence Housing Australia

Suite 43 Level 1 27-35 William St Fremantle WA 6160

Po Box 1608 Fremantle WA 6160

Tel 139342

From: s47

Sent: Monday, 2 November 2015 4:59 AM

To: Dwyer, Kevin

Cc: Client Services; Client Services Perth

Subject: FW: s47 SEC=UNCLASSIFIED]

UNCLASSIFIED

Kevin,

I am still awaiting a response to address this issue from a week ago and with the recent downpours, the garage has flooded again twice in the last week. (Refer to attached picture). If you are unable to assist in this matter, then please advise of the most suitable point of contact.

I accept that DHA is handing back the house; however, that does not resolve our current issue. How is DHA going to prevent this from flooding from occurring between now and when the house is handed back to the owner?? Is DHA prepared to accept liability to reimburse for the damage caused to the timber shelving?

Regards

s47



From: s47
Sent: Sunday, 25 October 2015 12:36
To: 'Dwyer, Kevin'
Cc: 'clientservices@dha.gov.au'
Subject: RE:s47 [SEC=UNCLASSIFIED]

UNCLASSIFIED

Kevin,

Thankyou for finally getting back to me on this; however, that does not fully address the Complaint (re attached).

Noting this has been ongoing for 2 years and neither DHA or the owner is prepared to rectify the issue, is DHA willing to re-imburse me for the damaged timber shelving, cause by the flooding to the garage on repeated occasions?

Regards

s47



From: Dwyer, Kevin [<mailto:Kevin.Dwyer@dha.gov.au>]
Sent: Friday, 23 October 2015 13:46
To: s47
Subject:

Kevin Dwyer
Propety Manager – Perth North
Defence Housing Australia
Suite 43 Level 1 27-35 William St Fremantle WA 6160
Po Box 1608 Fremantle WA 6160
Tel 139342

In regards to drainage owner is not will to spend more on this problem as DHA is handing back the house .

Important:

This email and any attachments may be confidential and may be privileged. If the email is not addressed to you please return it to us and destroy any copies you may have. Unauthorised use of this email and any attachment is prohibited.

Defence Housing Australia take no responsibility for misdirection, corruption or unauthorised use of email communications nor for any damage that may be caused as a result of transmitting or receiving an email communication.

Defence Housing Australia will send you correspondence and documents by email if you request or if you use email to contact us. Email is not a secure form of communication and may transmit computer viruses.

intmr02.dha.gov.au[12969307]

IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

Important:

This email and any attachments may be confidential and may be privileged. If the email is not addressed to you please return it to us and destroy any copies you may have. Unauthorised use of this email and any attachment is prohibited.

Defence Housing Australia take no responsibility for misdirection, corruption or unauthorised use of email communications nor for any damage that may be caused as a result of transmitting or receiving an email communication.

Defence Housing Australia will send you correspondence and documents by email if you request or if you use email to contact us. Email is not a secure form of communication and may transmit computer viruses.

intmr02.dha.gov.au[13062475]

IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

Important:

This email and any attachments may be confidential and may be privileged. If the email is not addressed to you please return it to us and destroy any copies you may have. Unauthorised use of this email and any attachment is prohibited.

Defence Housing Australia take no responsibility for misdirection, corruption or unauthorised use of email communications nor for any damage that may be caused as a result of transmitting or receiving an email communication.

Defence Housing Australia will send you correspondence and documents by email if you request or if you use email to contact us. Email is not a secure form of communication and may transmit computer viruses.

intmr02.dha.gov.au[13309318]

IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

Sackley, Pip

From: s47
Sent: Monday, 19 October 2015 1:46 PM.
To: Client Services
Subject: DHA Complaint s47 [SEC=UNCLASSIFIED]

UNCLASSIFIED

Dear Sir / Ma'am,

Since approx Oct 2013, I have made multiple requests for a drainage issue to be rectified on the property with no resolution of this to date. On more than several occasions, this has caused the garage to flood; and in turn, has caused water damage / rotting of both my timber shelving unit and the external garage door. This damage to the shelving unit is irreparable and it is highly unlikely that this shelving will survive removal, and I have also had to empty any load from it for fear of it collapsing, as I believe it is now a safety concern for me and my family.

I understand that there are ongoing contractual issues with the owner of the property and I have been extremely patient with the various inspections and valuations that have occurred over the past 12 months, in the hope that this would expediate the matter being rectified. I have also accomodated the Owner of the property turning up unannounced on two occasions to personally inspect this issue, which is not acceptable, yet I believed to be in the best interest of DHA and myself.

Throughout this entire process I have received very little, if any, feedback from the Property Manager, which is the reason I have felt obliged to re-log the request on multiple occasions in the hope that action may eventually be taken and is now the reason that I am now formally lodging a complaint. I can appreciate that there may have been several Property Managers responsible for this over this period of time; however, that is no excuse for why this has not been rectified over such a long period of time.

In order for this complaint to be addressed, I would like to see the following occur:

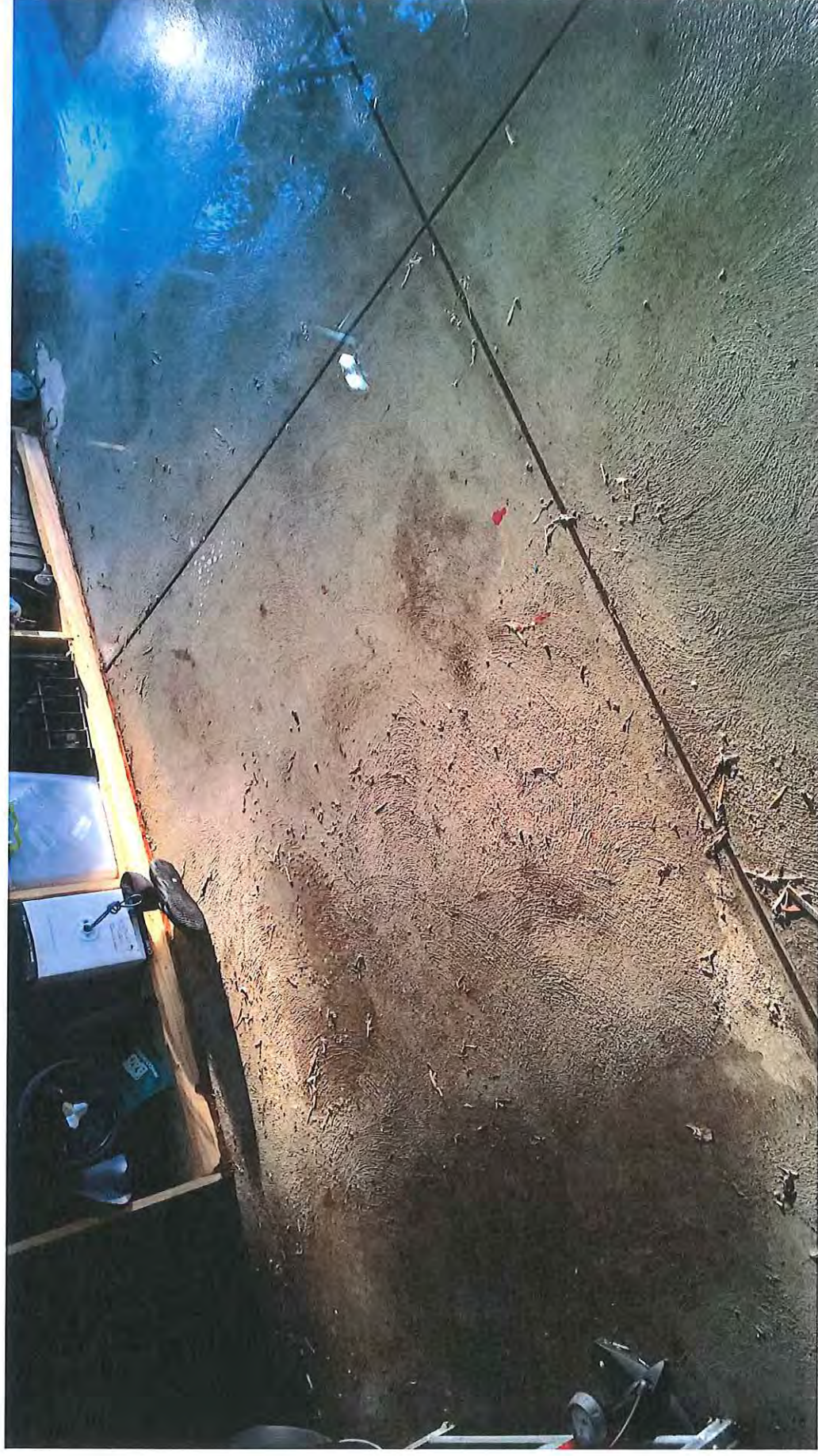
1. A status update from the Property Manager and an explanation of why this has not been completed over a 2 year period.
2. The drainage issue be rectified as per the multiple maintenance requests, in order to prevent any further flooding to the garage.
3. Replacement of the Shelving unit; which should action have been taken by DHA sooner would have prevented any further water damage and subsequent rotting of the timber.

Should you require any additional information or yet another inspection, please feel free to contact me on the details below.

Regards

s47

IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.





Sackley, Pip

From: s47
Sent: Thursday, 26 November 2015 3:12 AM
To: Turtle, Mark
Cc: Client Services; Barnes, Jon
Subject: RE: s47 Complaint [SEC=UNCLASSIFIED]

UNCLASSIFIED

Mark,

I am not sure where May 2013 came from, but I distinctly remember the initial request was prior to Christmas 2013; around late Oct or Nov. The reason I remember this was because we had an early Christmas present for our 3yo daughter which had the box damaged from water coming through one night after a downpour. It took another couple of calls for this to finally be inspected which occurred while I was away with work. Despite a phone conversation with a DHA representative approving this to occur, I specifically detailed the land runoff issue from the front lawn, yet it was still assumed to be from overflowing downpipes - hence the re-occurrence.

The last inspection for this in Apr 2015 was also conducted after further requests; however was also in my absence. Upon my return I immediately cleared approx two handfulls of debris over a 3m section of guttering and was in no way obstructing drainage. Again I state the request for maintenance was not for overflowing gutters. This was disturbing on several levels in that I was given no opportunity to explain the situation (again) and the guttering was in no way obstructed from functioning.

You should also be aware that this was well planned by the owner during his two prior unannounced visits to the property (without DHA or my approval) to inspect it personally prior to DHA, whereby I advised him that he was not to return to the property as I was going away with work for a couple of weeks. This then was why the Property Manager at the time was under 'time constraints' to inspect by the Owner and why I had no alternative but to let them proceed.

I also refer to the *"problem was ground water running from the street level, down the path and into the garage"*. The reference to street 'level' is not explicitly water running from the street (ie Local Council domain). I am referring to the fact that the front lawn of the property (Owners land) maintains a level consistent with the street, but has a distinct slope down towards the front door and into the side door of the garage. The fact that there was a 'monitor' on this side timber door from the inspection as far back as 20/09/2013 and subsequent Pest Inspection report stating high moisture content, is indicative of long term water damage to that area which had not previously been addressed by DHA or the owner. The water running from the driveway down towards the main garage door is not an issue as there is actually functional drainage in place; which is what is required on the path to the front door. This has been explained on several occasions as you can clearly see the water flowing down the slope during a period of medium to heavy rain. Regardless of whether it is Council or Owner responsibility, I as a tenant have no authority to contact Council without going through DHA or the Title Owner (Rate Payer).

If I had have had any indication that this was not going to be actioned suitably by DHA, I may have dealt with things differently; however, I was under the assumption of the Tenancy Agreement that if I lodge a maintenance request (or several) that I would see some action taken or be notified of the opposite within a reasonable timeframe; which did not occur.

ICR 21 May 15 - Jennifer Capp

External - Mildew to eaves of Property (still no action taken)
 Bathroom 1 - Tenant reports cold water takes a long time to come through (still no action taken)
 Garage - Definitely mentioned flooding and rotting door (was not included on report)

ICR 04 Sep 15 - Kelly Dobson

Front yard - Drainage still appears to be insufficient
 Garage - external door is water damaged
 Pest Inspection - High moisture content found

This was then followed up with yet another Inspection which I was advised was for DHA to cease the agreement with the Owner. Again during that Inspection I mentioned the flooding garage and it was joked about as being a 'well known' issue and one of the main reasons for handing back the property to the Owner. Other issues that we raised we also mentioned as 'ammunition'.

Now this brings me to the main point. The fact that an essentially minor matter has even escalated to you as the Regional Director, without so much as the courtesy of a phone call from either the Property Manager, or even Regional Property and Tenancy Manager is insulting and now also a gross waste of your time. I have made every attempt to deal with this at the lowest levels of the DHA Helpdesk prior to raising this as a formal complaint. The only reason I am now corresponding via email, is that on the several occasions I requested to speak with the Property Manager about this issue, 'they were in a meeting' and failed to return my calls - hence this is the only means of functional communication; albeit with some serious delays in response times (yours actually being the only exception). My phone number (to confirm your records) is s47F and I am available 24/7 or will reply to a missed call or a voice message if left.

I will be satisfied and consider the matter closed if you are able to provide either of the following:

1. The drainage issue to the garage be resolved (not simply attempted on one occasion);
2. Evidence stating that each Maintenance request was actioned and that I was directly notified of the result;
3. Reference to policy or regulations that state it is suitable (according to Mr Simon Clark) for a Garage area to flood; or
4. A DHA representative is provided in order to facilitate either the repair or replacement of the Shelving unit.

I have attached previous emails for your further reference.

Regards

s47




From: Turtle, Mark [mailto:mark.turtle@dha.gov.au]

Sent: Wednesday, 25 November 2015 12:45

To: s47

Subject: s47 -Complaint

Good Afternoon s47



The P&T Manager has escalate your complaint to me for review. I have checked the history of the property and prior to your occupation of the property we have no recorded maintenance issues for the guttering as reported by you in May 2013. The report from the periodic inspection which was conducted on the 20/9/13 doesn't refer to any water issues in the garage, it does states that the door is weather and needs to be monitored. We did receive a request referencing the down pipes to the front of the house in Mar of 2014. Your Property Manager was negotiating with the owner to have some reification work carried out. This was approved and completed by the contractor on the 2 Jul 2014.

So in Apr 15 you reported the issues was reoccurring, you had an inspection at the property with your Property Manager, Owner and a contractor which was about assessing the issues. During this inspection it was identify that the gutter were not clear of debris. The outcome from that meeting based on the contactor who made the inspection was to remove the debris from the gutters and to hose out the down pipes. During this period the Property Manager was negotiating with the owner to have some further reification work carried out, at this time the owner did not approve the modifications to his property due to the advice given by his contractor.

In your email (2 Nov 15) you have stated that the "problem was ground water running from the street level, down the path and into the garage". Any street drainage issues need to be address to the local council for their reification as DHA and the owner only have control of what is inside the boundary of the property.

When the issue first arose you should have taken remedial action to elevate or remove the shelving unit, so not to cause any further damage, therefore your request for compensation is not approved.

Your complaint did raise some question around how we do communicate with our tenants and the follow up responses to them, which I will be addressing the Management Team.

Regards
Mark

Mark Turtle
Regional Director
Perth Regional Office | Defence Housing Australia
Unit 43, Level 1, Fremantle Malls
27-35 William Street, Fremantle WA 6160
T. 08s47F | M. s47
mark.turtle@dha.gov.au | dha.gov.au

Important:

This email and any attachments may be confidential and may be privileged. If the email is not addressed to you please return it to us and destroy any copies you may have. Unauthorised use of this email and any attachment is prohibited.

Defence Housing Australia take no responsibility for misdirection, corruption or unauthorised use of email communications nor for any damage that may be caused as a result of transmitting or receiving an email communication.

Defence Housing Australia will send you correspondence and documents by email if you request or if you use email to contact us. Email is not a secure form of communication and may transmit computer viruses.

intmr02.dha.gov.au[13348093]

IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.



Sackley, Pip

From: s47
Sent: Saturday, 5 December 2015 1:10 AM
To: Turtle, Mark
Cc: Client Services; Barnes, Jon; Clark, Simon
Subject: RE:s47 Complaint [SEC=UNCLASSIFIED]

UNCLASSIFIED

Mark,

I am still awaiting response to my email on Wed 26 Nov and Mon 30 Nov. I have also spoken directly with Simon Clark on Tue 31 Nov in the Fremantle DHA office, who assured me would discuss the matter with you and that either one of you would get back to me the following day., which did not occur, not today

I appreciate you are busy at this time of year; however, DHA, specifically your HMC has had 2 years to deal with this and throughout this entire process I have either been ignored or fobbed off, which I feel is completely unacceptable.

If you are not able to satisfy my previous request then I wish for you to direct me to the National Business Line Manager. Please note that this is the first instance that I have requested this to be elevated as prior escalation to yourself were both via your own staff.

Regards

s47

From: s47
Sent: Monday, 30 November 2015 22:01
To: 'Turtle, Mark'
Cc: 'Client Services'; 'Barnes, Jon'
Subject: RE:s47 Complaint [SEC=UNCLASSIFIED]

UNCLASSIFIED

Mark,

I am just following up to find out if you have managed to come up with a suitable resolution to the drainage issues.

I will likely be coming into the DHA Office at some stage over the next few days to discuss some HomeFind options for my upcoming posting, but would like to organise a personal meeting with you if that is at all possible.

If the Property Manager is willing to resolve this on your behalf then more than happy to talk with them and hence prevent wasting any more of your time. The only reason I am asking this of you is that they previously escalated this complaint to your level, but all I want is a reasonable resolution.

Please contact me or s47F for a suitable time.

Regards

s47

From: s47F
Sent: Thursday, 26 November 2015 00:12
To: 'Turtle, Mark'
Cc: 'Client Services'; 'Barnes, Jon'
Subject: RE: s47F - Complaint [SEC=UNCLASSIFIED]

UNCLASSIFIED

Mark,

I am not sure where May 2013 came from, but I distinctly remember the initial request was prior to Christmas 2013; around late Oct or Nov. The reason I remember this was because we had an early Christmas present for our 3yo daughter which had the box damaged from water coming through one night after a downpour. It took another couple of calls for this to finally be inspected which occurred while I was away with work. Despite a phone conversation with a DHA representative approving this to occur, I specifically detailed the land runoff issue from the front lawn, yet it was still assumed to be from overflowing downpipes - hence the re-occurrence.

The last inspection for this in Apr 2015 was also conducted after further requests; however was also in my absence. Upon my return I immediately cleared approx two handfulls of debris over a 3m section of guttering and was in no way obstructing drainage. Again I state the request for maintenance was not for overflowing gutters. This was disturbing on several levels in that I was given no opportunity to explain the situation (again) and the guttering was in no way obstructed from functioning.

You should also be aware that this was well planned by the owner during his two prior unannounced visits to the property (without DHA or my approval) to inspect it personally prior to DHA, whereby I advised him that he was not to return to the property as I was going away with work for a couple of weeks. This then was why the Property Manager at the time was under 'time constraints' to inspect by the Owner and why I had no alternative but to let them proceed.

I also refer to the *"problem was ground water running from the street level, down the path and into the garage"*. The reference to street 'level' is not explicitly water running from the street (ie Local Council domain). I am referring to the fact that the front lawn of the property (Owners land) maintains a level consistent with the street, but has a distinct slope down towards the front door and into the side door of the garage. The fact that there was a 'monitor' on this side timber door from the inspection as far back as 20/09/2013 and subsequent Pest Inspection report stating high moisture content, is indicative of long term water damage to that area which had not previously been addressed by DHA or the owner. The water running from the driveway down towards the main garage door is not an issue as there is actually functional drainage in place; which is what is required on the path to the front door. This has been explained on several occasions as you can clearly see the water flowing down the slope during a period of medium to heavy rain. Regardless of whether it is Council or Owner responsibility, I as a tenant have no authority to contact Council without going through DHA or the Title Owner (Rate Payer).

If I had have had any indication that this was not going to be actioned suitably by DHA, I may have dealt with things differently; however, I was under the assumption of the Tennancy Agreement that if I lodge a maintenance request (or several) that I would see some action taken or be notified of the opposite within a reasonable timeframe; which did not occur.

ICR 21 May 15 - Jennifer Capp

External - Mildew to eaves of Property (still no action taken)

Bathroom 1 - Tenant reports cold water takes a long time to come through (still no action taken)

Garage - Definitely mentioned flooding and rotting door (was not included on report)

ICR 04 Sep 15 - Kelly Dobson

Front yard - Drainage still appears to be insufficient

Garage - external door is water damaged

Pest Inspection - High moisture content found

This was then followed up with yet another Inspection which I was advised was for DHA to cease the agreement with the Owner. Again during that Inspection I mentioned the flooding garage and it was joked about as being a 'well known' issue and one of the main reasons for handing back the property to the Owner. Other issues that we raised we also mentioned as 'ammunition'.

Now this brings me to the main point. The fact that an essentially minor matter has even escalated to you as the Regional Director, without so much as the courtesy of a phone call from either the Property Manager, or even Regional Property and Tenancy Manager is insulting and now also a gross waste of your time. I have made every attempt to deal with this at the lowest levels of the DHA Helpdesk prior to raising this as a formal complaint. The only reason I am now corresponding via email, is that on the several occasions I requested to speak with the Property Manager about this issue, 'they were in a meeting' and failed to return my calls - hence this is the only means of functional communication; albeit with some serious delays in response times (yours actually being the only exception). My phone number (to confirm your records) is s47F and I am available 24/7 or will reply to a missed call or a voice message if left.

I will be satisfied and consider the matter closed if you are able to provide either of the following:

1. The drainage issue to the garage be resolved (not simply attempted on one occasion);
2. Evidence stating that each Maintenance request was actioned and that I was directly notified of the result;
3. Reference to policy or regulations that state it is suitable (according to Mr Simon Clark) for a Garage area to flood; or
4. A DHA representative is provided in order to facilitate either the repair or replacement of the Shelving unit.

I have attached previous emails for your further reference.

Regards

s47F

From: Turtle, Mark [mailto:mark.turtle@dha.gov.au]

Sent: Wednesday, 25 November 2015 12:45

To: s47F

Subject: s47F -Complaint

Good Afternoon s47F

The P&T Manager has escalate your complaint to me for review. I have checked the history of the property and prior to your occupation of the property we have no recorded maintenance issues for the guttering as reported by you in May 2013. The report from the periodic inspection which was conducted on the 20/9/13 doesn't refer to any water issues in the garage, it does states that the door is weather and needs to be monitored. We did receive a request referencing the down pipes to the front of the house in Mar of 2014. Your Property Manager was negotiating with the owner to have some reification work carried out. This was approved and completed by the contractor on the 2 Jul 2014.

So in Apr 15 you reported the issues was reoccurring, you had an inspection at the property with your Property Manager, Owner and a contractor which was about assessing the issues. During this inspection it was identify that the gutter were not clear of debris. The outcome from that meeting based on the contactor who made the inspection was to remove the debris from the gutters and to hose out the down pipes. During this period the Property Manager was negotiating with the owner to have some further reification work carried out, at this time the owner did not approve the modifications to his property due to the advice given by his contractor.

In your email (2 Nov 15) you have stated that the "problem was ground water running from the street level, down the path and into the garage". Any street drainage issues need to be address to the local council for their reification as DHA and the owner only have control of what is inside the boundary of the property.

When the issue first arose you should have taken remedial action to elevate or remove the shelving unit, so not to cause any further damage, therefore your request for compensation is not approved.

Your complaint did raise some question around how we do communicate with our tenants and the follow up responses to them, which I will be addressing the Management Team.

Regards
Mark

Mark Turtle

Regional Director
Perth Regional Office | Defence Housing Australia
Unit 43, Level 1, Fremantle Malls
27-35 William Street, Fremantle WA 6160
T. 08 947F [REDACTED]
mark.turtle@dha.gov.au | dha.gov.au

Important:

This email and any attachments may be confidential and may be privileged. If the email is not addressed to you please return it to us and destroy any copies you may have. Unauthorised use of this email and any attachment is prohibited.

Defence Housing Australia take no responsibility for misdirection, corruption or unauthorised use of email communications nor for any damage that may be caused as a result of transmitting or receiving an email communication.

Defence Housing Australia will send you correspondence and documents by email if you request or if you use email to contact us. Email is not a secure form of communication and may transmit computer viruses.

intmr02.dha.gov.au[13348093]

IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the Crimes Act 1914. If you have received this email in error, you are requested to contact the sender and delete the email.

Sackley, Pip

From: Turtle, Mark
Sent: Monday, 7 December 2015 3:48 PM
To: s47F
Subject: s47F -Complaint [SEC=UNCLASSIFIED]

Good Afternoon s47F

I have reviewed your request for compensation for your wood shelving unit in the garage. I stand by my original decision not to compensate you for the damage due to water ingress under the garage door.

We are still currently working with the owner to rectify the issue to have raised. You have requested evidence of work orders raised on your property related to this issues. You will need to request this information under the freedom of information act (FOI) as it involves other individuals. Here is the link to that page on our website. <https://www.dha.gov.au/about-us/our-organisation/foi>

If you are still unsatisfied with my response you may escalate it to the National Customer Relations in Canberra.

Regards

Mark

Mark Turtle
 Regional Director
 Perth Regional Office | Defence Housing Australia
 Unit 43, Level 1, Fremantle Malls
 27-35 William Street, Fremantle WA 6160
 T. 08 s47F 47
mark.turtle@dha.gov.au | dha.gov.au

From: s47F
Sent: Friday, 4 December 2015 10:10 PM
To: Turtle, Mark
Cc: Client Services; Barnes, Jon; Clark, Simon
Subject: RE: s47F -Complaint [SEC=UNCLASSIFIED]

UNCLASSIFIED

Mark,

I am still awaiting response to my email on Wed 26 Nov and Mon 30 Nov. I have also spoken directly with Simon Clark on Tue 31 Nov in the Fremantle DHA office, who assured me would discuss the matter with you and that either one of you would get back to me the following day., which did not occur, not today

I appreciate you are busy at this time of year; however, DHA, specifically your HMC has had 2 years to deal with this and throughout this entire process I have either been ignored or fobbed off, which I feel is completely unacceptable.

If you are not able to satisfy my previous request then I wish for you to direct me to the National Business Line Manager. Please note that this is the first instance that I have requested this to be elevated as prior escalation to yourself were both via your own staff.

Regards

s47F



From: s47F
Sent: Monday, 30 November 2015 22:01
To: 'Turtle, Mark'
Cc: 'Client Services'; 'Barnes, Jon'
Subject: RE: s47F Complaint [SEC=UNCLASSIFIED]

UNCLASSIFIED

Mark,

I am just following up to find out if you have managed to come up with a suitable resolution to the drainage issues.

I will likely be coming into the DHA Office at some stage over the next few days to discuss some HomeFind options for my upcoming posting, but would like to organise a personal meeting with you if that is at all possible.

If the Property Manager is willing to resolve this on your behalf then more than happy to talk with them and hence prevent wasting any more of your time. The only reason I am asking this of you is that they previously escalated this complaint to your level, but all I want is a reasonable resolution.

Please contact me on s47F for a suitable time.

Regards

s47F



From: s47F
Sent: Thursday, 26 November 2015 00:12
To: 'Turtle, Mark'
Cc: 'Client Services'; 'Barnes, Jon'
Subject: RE: s47F Complaint [SEC=UNCLASSIFIED]

UNCLASSIFIED

Mark,

I am not sure where May 2013 came from, but I distinctly remember the initial request was prior to Christmas 2013; around late Oct or Nov. The reason I remember this was because we had an early Christmas present for our 3yo daughter which had the box damaged from water coming through one night after a downpour. It took another couple of calls for this to finally be inspected which occurred while I was away with work. Despite a phone conversation with a DHA representative approving this to occur, I specifically detailed the land runoff issue from the front lawn, yet it was still assumed to be from overflowing downpipes - hence the re-occurrence.

The last inspection for this in Apr 2015 was also conducted after further requests; however was also in my absence. Upon my return I immediately cleared approx two handfulls of debris over a 3m section of guttering and was in no way obstructing drainage. Again I state the request for maintenance was not for overflowing gutters. This was disturbing on several levels in that I was given no opportunity to explain the situation (again) and the guttering was in no way obstructed from functioning.

You should also be aware that this was well planned by the owner during his two prior unannounced visits to the property (without DHA or my approval) to inspect it personally prior to DHA, whereby I advised him that he was not to return to the property as I was going away with work for a couple of weeks. This then was why the Property Manager at the time was under 'time constraints' to inspect by the Owner and why I had no alternative but to let them proceed.

I also refer to the *"problem was ground water running from the street level, down the path and into the garage"*. The reference to street 'level' is not explicitly water running from the street (ie Local Council domain). I am referring to the fact that the front lawn of the property (Owners land) maintains a level consistent with the street, but has a distinct slope down towards the front door and into the side door of the garage. The fact that there was a 'monitor' on this side timber door from the inspection as far back as 20/09/2013 and subsequent Pest Inspection report stating high moisture content, is indicative of long term water damage to that area which had not previously been addressed by DHA or the owner. The water running from the driveway down towards the main garage door is not an issue as there is actually functional drainage in place; which is what is required on the path to the front door. This has been explained on several occasions as you can clearly see the water flowing down the slope during a period of medium to heavy rain. Regardless of whether it is Council or Owner responsibility, I as a tenant have no authority to contact Council without going through DHA or the Title Owner (Rate Payer).

If I had have had any indication that this was not going to be actioned suitably by DHA, I may have dealt with things differently; however, I was under the assumption of the Tennancy Agreement that if I lodge a maintenance request (or several) that I would see some action taken or be notified of the opposite within a reasonable timeframe; which did not occur.

ICR 21 May 15 - Jennifer Capp

External - Mildew to eaves of Property (still no action taken)

Bathroom 1 - Tenant reports cold water takes a long time to come through (still no action taken)

Garage - Definitely mentioned flooding and rotting door (was not included on report)

ICR 04 Sep 15 - Kelly Dobson

Front yard - Drainage still appears to be insufficient

Garage - external door is water damaged

Pest Inspection - High moisture content found

This was then followed up with yet another Inspection which I was advised was for DHA to cease the agreement with the Owner. Again during that Inspection I mentioned the flooding garage and it was joked about as being a 'well known' issue and one of the main reasons for handing back the property to the Owner. Other issues that we raised we also mentioned as 'ammunition'.

Now this brings me to the main point. The fact that an essentially minor matter has even escalated to you as the Regional Director, without so much as the courtesy of a phone call from either the Property Manager, or even Regional Property and Tenancy Manager is insulting and now also a gross waste of your time. I have made every attempt to deal with this at the lowest levels of the DHA Helpdesk prior to raising this as a formal complaint. The only reason I am now corresponding via email, is that on the several occasions I requested to speak with the Property Manager about this issue, 'they were in a meeting' and failed to return my calls - hence this is the only means of functional communication; albeit with some serious delays in response times (yours actually being the only exception). My phone number (to confirm your records) is s47F [REDACTED] and I am available 24/7 or will reply to a missed call or a voice message if left.

I will be satisfied and consider the matter closed if you are able to provide either of the following:

1. The drainage issue to the garage be resolved (not simply attempted on one occasion);
 2. Evidence stating that each Maintenance request was actioned and that I was directly notified of the result;
 3. Reference to policy or regulations that state it is suitable (according to Mr Simon Clark) for a Garage area to flood;
- or
4. A DHA representative is provided in order to facilitate either the repair or replacement of the Shelving unit.

I have attached previous emails for your further reference.

Regards

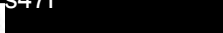
s47F



From: Turtle, Mark [<mailto:mark.turtle@dha.gov.au>]

Sent: Wednesday, 25 November 2015 12:45

To: s47F 

Subject: s47F  Complaint

Good Afternoon s47F 

The P&T Manager has escalate your complaint to me for review. I have checked the history of the property and prior to your occupation of the property we have no recorded maintenance issues for the guttering as reported by you in May 2013. The report from the periodic inspection which was conducted on the 20/9/13 doesn't refer to any water issues in the garage, it does states that the door is weather and needs to be monitored. We did receive a request referencing the down pipes to the front of the house in Mar of 2014. Your Property Manager was negotiating with the owner to have some reification work carried out. This was approved and completed by the contractor on the 2 Jul 2014.

So in Apr 15 you reported the issues was reoccurring, you had an inspection at the property with your Property Manager, Owner and a contractor which was about assessing the issues. During this inspection it was identify that the gutter were not clear of debris. The outcome from that meeting based on the contactor who made the inspection was to remove the debris from the gutters and to hose out the down pipes. During this period the Property Manager was negotiating with the owner to have some further reification work carried out, at this time the owner did not approve the modifications to his property due to the advice given by his contractor.

In your email (2 Nov 15) you have stated that the "problem was ground water running from the street level, down the path and into the garage". Any street drainage issues need to be address to the local council for their reification as DHA and the owner only have control of what is inside the boundary of the property.

When the issue first arose you should have taken remedial action to elevate or remove the shelving unit, so not to cause any further damage, therefore your request for compensation is not approved.

Your complaint did raise some question around how we do communicate with our tenants and the follow up responses to them, which I will be addressing the Management Team.

Regards
Mark

Mark Turtle
Regional Director
Perth Regional Office | Defence Housing Australia
Unit 43, Level 1, Fremantle Malls

Sackley, Pip

From: Barnes, Jon
Sent: Friday, 22 January 2016 1:37 PM
To: s47F
Cc: s47F Client Services
Subject: RE: s47F -Complaint [SEC=UNCLASSIFIED]
Attachments: Letter to s47F - Complaint Resolution.pdf

Good Afternoon s47F

Thanks you for your patience while we investigated your complaint.

Please find attached a letter from our Customer Service Manager detailing a proposed resolution to your concerns.

I would very much appreciate if you could let me know if you are agreeable to the resolution and closing off this complaint.

I apologise the protracted time it has taken to respond to your concerns and am optimistic that we have now come to a fair outcome.

Thank you again for patience and if you do have any further concerns please do not hesitate to contact me.

Kindest Regards,

Jon Barnes | Customer Service Assistant Manager
 Property and Tenancy Services| Defence Housing Australia
 26 Brisbane Avenue, Barton ACT 2600
 T. 02 s47F |
jon.barnes@dha.gov.au | www.dha.gov.au

From: s47F
Sent: Monday, 4 January 2016 8:55 PM
To: Barnes, Jon <jon.barnes@dha.gov.au>
Subject: RE: s47F -Complaint [SEC=UNCLASSIFIED]

UNCLASSIFIED

Dear Jon,

I have been on leave the past few weeks (as I appreciate you have also), but looking forward to some closure on the previous issue.

I am not checking my DRN too often while I am away, but if you could please cc s47F I will have more immediate visibility.

Many thanks
s47F

Regards

s47F

21 January 2016

s47F

Dear s47F

Thank you for raising your concerns regarding the issues you experienced at your previous Service residence located at s47F

I have reviewed your complaint and have concluded that in your circumstances DHA are willing to offer you \$300 as a final settlement on the damage to your shelving unit.

In coming to this decision I have determined that you notified DHA of issue regarding the garage flooding as early as May 2013. I note that DHA attempted to rectify the problem in June 2014, however this consequently did not resolve the issue and the flooding remained an ongoing issue until you moved out of the Service residence in late 2015.

It would appear that initially there may have been some uncertainty as to the source of the water flooding and pooling in the garage and though some corrective action was taken to resolve this, the issue remained. The Tenant handbook does stipulate that DHA will not be liable for damage to goods stored in a garage, however it is not unreasonable to assume that had the maintenance issues with the garage been resolved in a timelier manner, your shelving unit may not have been damaged.

It is regrettable that the maintenance issue that you experienced in your Service residence was not suitably addressed during your tenancy, but consider that the difficulty in identifying the source and rectification required has added to the complexity of resolving the issue.

I apologise for the time taken to respond to your concerns and for any frustration or stress this situation may have caused you. I am hopeful that this resolution will go some way of reconciling our ongoing relationship with you.

Yours Sincerely,

s47

Paulina Manenica
Customer Service Manager
Property and Tenancy Management
Defence Housing Australia

T: 02 6217 8589

E: paulina.manenica@dha.gov.au

HEAD OFFICE